

shall make those additions to, and modifications of, its equipment and facilities which may be required to provide that coin-telephone service has the capability of coin-free access to the toll operator or the universal emergency telephone number "911" where a local community emergency facility is operable. This program must be initiated without unreasonable delay and must be fully implemented

(1) by January 1, 1983, in all common control central offices where major modifications are not required; and

(2) by January 1, 1985, in all other central offices.

(Eff. 1/5/79, Register 69)

Authority: AS 42.05.141

AS 42.05.151

AS 42.05.291

3 AAC 52.250. DIRECTORIES. (a) Directories must be published regularly at approximately yearly intervals. The interval between directories may not exceed 15 months without express commission approval. In addition to other requirements prescribed by law, directories must include, but are not limited to, the following elements:

(1) A directory must be in the form and list the information that will permit the numbers of the utility's subscribers to be obtained readily, except for public telephones and numbers unlisted at a subscriber's request.

(2) Information pertaining to emergency calls to such agencies as the police and fire departments must appear conspicuously in the opening pages of the directory.

(3) Instructions concerning the placing of local and long-distance calls, repair service calls, telegrams, and directory assistance calls must also appear conspicuously in the opening pages of the directory; and the rates associated with these calls must be shown, except that toll rates need be shown only to frequently called points.

(4) The introduction to the directory must include billing information, party-line and emergency calling procedures, and an appropriate list of locations at which the utility's tariffs and those of the long lines carrier are available for public inspection.

(b) Upon issuance, each subscriber served by a directory must be furnished one free copy of that directory for each main station to which he has subscribed. The utility shall furnish free-of-charge to the subscriber additional directories not to exceed the total number of extension stations provided by the utility. The utility shall provide additional directories, when available, at a reasonable fee. Three copies of each directory published by a telephone company subject to the commission's regulatory jurisdiction must be furnished without charge to the commission. Subscribers possessing customer-owned-

and-maintained telephone equipment (COAME) must be furnished one telephone directory free-of-charge for each access line provided by the telephone utility; additional telephone directories must be paid for by the COAME subscriber.

(c) The utility's practices must provide for supplying directory-assistance operators with records of directory listings and updates (except those listings not published) in the area or areas for which they are responsible. The updates must be provided within five working days of a telephone number change or of telephone service being initiated or terminated.

(d) The utility shall give reasonable advance notice to the subscribers affected when it has cause to change a large group of numbers even if these changes coincide with a directory issuance. (Eff. 1/5/79, Register 69)

Authority: AS 42.05.141
AS 42.05.151
AS 42.05.291

3 AAC 52.260. ENGINEERING AND MAINTENANCE. (a) In order to maintain compatibility with the national telecommunications network, all telephone plants must be designed, constructed, maintained, and operated in accordance with the provisions outlined in the most current editions of such national industry recognized standards as the National Electrical Safety Code published by the Institute of Electrical and Electronics Engineers, Inc., the Rural Electrification Administration (REA) Telephone Bulletins, the REA Telephone Operations Manual, Bell System Practices, Continental Telephone System Practices, General Telephone Engineering Practices, Northern Electric Practices, or Notes on Transmission Engineering issued by the United States Independent Telephone Association.

(b) Each telephone utility shall provide equipment and facilities designed and engineered in accordance with forecasts based on known conditions of subscriber demand and shall maintain a stock of associated equipment adequate to meet that demand.

(c) Telephone utilities shall furnish and maintain in their service areas the necessary plant, equipment and facilities to provide modern, adequate, sufficient and efficient transmission of communications for any given grade of service between customers. Transmission for a given grade of service must be at adequate volume levels and free of excessive distortion. Levels of noise and cross-talk must not impair communications. The loss objective of trunks must be consistent with the requirements of the nationwide switching plan, and overall transmission losses within each trunk group may not vary by more than plus or minus two decibels.

(d) Telephone utilities may not provide switching service to service lines which do not meet standard technical criteria and shall eliminate nonconforming service lines.

(e) On rural lines, where party-line service is provided, no more than eight subscribers may be connected to any one circuit, unless that action is approved by the commission. The telephone utility may regroup subscribers in the manner necessary to carry out the provisions of this subsection. The objective of all utilities must be to provide not more than four-party service with full selective ringing by January 1, 1983.

(f) Each telephone utility shall adopt and pursue a maintenance program of periodic tests, inspections, and field maintenance to achieve efficient operation of its system so as to permit safe, adequate, and continuous service at all times. The utility shall maintain reasonable records indicating compliance with this rule.

(g) Each utility shall maintain or have access to test facilities enabling it to determine the operating and transmission capabilities of all equipment and facilities, both for routine maintenance and for fault location.

(h) Telephone utilities shall maintain as part of each central office entity a test line providing connection on a dial-up basis to an accurate 1004 hertz milliwatt power source and a quiet termination. In addition, a loop-around test line must be maintained at all central office entities. Central offices not having test lines should have these installed along with any central office addition or change-out, but no later than January 1, 1981.

(i) Each telephone utility shall undertake additions to and modifications of its equipment and facilities as may be required to provide on customer-dialed toll calls from individual line stations a method to automatically identify the calling number for billing purposes. This program must be initiated without unreasonable delay; and it must be completed by January 1, 1982.

(j) Each utility shall maintain current equipment assignment records, cable assignment records, office equipment drawings, office trunking diagrams, and outside plant layout drawings.

(k) Where mechanical or electronic means are used for registering or recording information which will affect a subscriber's bill, that equipment must be in good mechanical and electrical condition, must be accurately read, and must be frequently inspected by the utility to ensure that it is functioning properly.

(l) Each utility shall maintain or have access to the necessary facilities, instruments, and equipment for testing its metering and recording equipment and shall adopt appropriate practices for periodic testing and maintenance to ensure the integrity of its operation.

(m) Upon the request of any subscriber, a utility shall test the billing devices associated with the subscriber's line, if the request is

based upon reasonable grounds and the test is not requested by that subscriber more frequently than once each 12 months without clear cause. (Eff. 1/5/79, Register 69)

Authority: AS 42.05.141
AS 42.05.151

AS 42.05.291
AS 42.05.331

3 AAC 52.270. SERVICE INTERRUPTIONS. (a) Each utility shall establish procedures to minimize service interruptions, and, where those interruptions occur, to speed the restoration of service. Each utility shall make provisions to meet prolonged increases in traffic, absences of employees, or damage resulting from fire, storm or similar contingencies. Each utility shall establish procedures to be followed by its employees in the event of these contingencies in order to prevent or mitigate interruption or impairment of service.

(b) Each central office and interconnecting network equipment site shall contain provisions for reserve power to keep all equipment operating without interruption for at least eight hours at the busy-hour load following the failure of the primary electric power source.

(c) If telephone service must be interrupted for purposes of working on the lines or equipment, the utility shall attempt to do the work at a time which will cause minimal inconvenience to customers and to notify subscribers in advance of the interruption. The utility shall make available to the public emergency services for the duration of the interruption if reasonably possible. (Eff. 1/5/79, Register 69)

Authority: AS 42.05.141
AS 42.05.151
AS 42.05.291

3 AAC 52.280. CUSTOMER REPORTS. (a) Each utility shall strive to reduce the rate of customer trouble reports to a monthly rate of six per 100 stations per reporting exchange. Trouble report records must include appropriate identification of the customer or service affected, the time, date, and nature of the report, the action taken to clear the trouble or satisfy the complaint, and the date and time of trouble clearance or other disposition. A rate of customer trouble reports for each reporting unit exceeding 12 trouble reports per 100 stations for each month of a consecutive three-month period indicates a need for investigative or corrective action by the telephone utility. These trouble report rates do not apply to reports resulting from interruptions caused by emergency situations, unavoidable casualties, acts of God, reports that do not affect service, or troubles to be found beyond the control of the utility or due to subscriber-owned equipment.

(b) The utility shall clear troubles associated with emergency services at all hours at all locations consistent with the bona fide needs of customers and the personal safety of utility personnel.

(c) The objective of each telephone utility must be to clear all out-of-service troubles within the periods specified below following the reporting of the trouble to the telephone utility (Sundays and holidays excepted)

(1) 48 hours at locations accessible by maintained highway from a manned utility repair facility;

(2) five days at all other locations.

(d) Excepted from (c) of this section are troubles caused by unavoidable casualties and acts of God affecting large groups of subscribers, troubles due to subscriber-owned equipment, or when access to telephone equipment repair personnel is restricted by the customer. The surveillance level is to meet the above objectives in 95 percent of all cases.

(e) If unusual repairs are required, or other factors preclude clearing of reported trouble promptly, reasonable efforts must be made to notify affected subscribers.

(f) Every reasonable effort must be made to meet appointments made with subscribers; and if, due to circumstances, the appointment cannot be kept by the telephone utility, every reasonable effort must be made by the utility to notify the subscriber in advance. (Eff. 1/5/79, Register 69)

Authority: AS 42.05.141
AS 42.05.151
AS 42.05.331

3 AAC 52.290. INSTALLATION SERVICE. (a) Where central office and outside plant facilities are readily available, the objective of each utility must be to satisfy 85 percent of all requests for primary service in any calendar month within an interval of five working days after receipt of application, except where special equipment or services are involved. Failure to complete 80 percent of all requests for primary service in any calendar month within 10 working days indicates a need for corrective action by the utility. Commitments are not considered missed when the failure to complete the requested installation or the service request results from subscriber action.

(b) The object of each utility must be to complete all regrade requests not requiring substantial amounts of construction within 30 days, except where the subscriber requests a later date. If the utility is unable to complete a regrade order within 30 days, the utility shall make all reasonable efforts to advise the subscriber of the reason for the unavailability of the requested service and whether that service may be available in the near future. (Eff. 1/5/79, Register 69)

Authority: AS 42.05.141
AS 42.05.151
AS 42.05.331

3 AAC 52.300. OPERATOR HANDLED CALLS. (a) Each utility shall maintain adequate personnel and equipment to answer 90 percent of all calls directed to the toll operator within 10 seconds. The surveillance level is reached when answering an average of less than 85 percent of all calls directed to the toll operator within 10 seconds for each month of any consecutive three-month period. An equivalent answering time objective is an average answer time of 2.8 seconds in each month of any consecutive three-month period; and the surveillance level is when the average answer time is greater than four seconds.

(b) Directory assistance, intercept calls, and auxiliary services must have an answering time objective of 85 percent of calls answered within 10 seconds. Excessive answer times that adversely affect toll trunk usage indicate a need for corrective action by the utility.

(c) For purposes of this section, "answer" means that the operator or representative is ready to render assistance or ready to accept the information necessary to process the call. An acknowledgement that the customer is waiting on the line does not constitute an "answer."

(d) Each utility shall make answering time studies of its operator services, using recognized sampling techniques, to the extent and with the frequency necessary to determine compliance with this section. Monthly summaries of these studies, prepared with respect to each appropriate operator grouping, must be filed with the commission promptly after the end of each calendar quarter. (Eff. 1/5/79, Register 69)

Authority: AS 42.05.141
AS 42.05.151

AS 42.05.291
AS 42.05.331

3 AAC 52.310. SWITCHING DESIGN STANDARDS. (a) Each utility shall maintain records for each exchange regarding the service items contained in these standards. These records must be maintained in a manner that permits audit by commission staff.

(b) Every properly dialed call shall terminate in one of the following, unless it encounters a trouble condition:

(1) the call will progress to the number dialed, the calling customer will receive an audible indication of a ring, and the called telephone will ring; or

(2) if the called line is busy, the calling customer will receive a line-busy signal (60 impulses per minute); or

(3) the call will progress only part of the way through the switch train and, having reached an overflow condition, the calling customer will receive an overflow signal (120 impulses per minute) or announcement readily differentiated from a subscriber busy signal;

(4) unassigned numbers in an end office will receive a line-busy signal or an intercept announcement.

(c) Each utility shall employ a design criterion for dial-tone delay for the average busy hour of the business days of the busy season of each of its originating central office entities to enable at least 98.5 percent of attempts to receive a dial tone within three seconds. Delays of more than five percent of attempts failing to receive dial tone within three seconds indicate a need for investigative or corrective action by the utility.

(d) Each utility shall employ a design criterion for blockages and equipment failures for the average busy hour of the business days of the busy season as follows:

- (1) three percent or less for overall intraoffice switching;
- (2) two percent or less for access to interoffice, toll, or attendant trunks;
- (3) one percent for interoffice terminating calls;
- (4) one percent for groups of five or more trunks;
- (5) one percent for toll trunk switching.

(e) The surveillance level for each item in (d) of this section is when five percent or more of call attempts encounter blockages or equipment failures. The surveillance level for trunk groups of four or fewer trunks is such as to provide at least one working trunk for each 12 ccs of telephone traffic load during the average busy hour of the business days of the busy season.

(f) Selection of busy hours, business days, and busy season periods must be in accordance with recognized sampling techniques approved by the commission staff, such as those specified in Bell System Traffic Facilities Practices, Continental Telephone System Practices, General Telephone Engineering Practices or the Rural Electrification Administration Telephone Engineering and Construction Manual. (Eff. 1/5/79, Register 69)

Authority: AS 42.05.141
AS 42.05.151

AS 42.05.291
AS 42.05.331

3 AAC 52.320. INFORMATION TO BE FURNISHED. (a) Each telephone utility shall report to the commission all instances where the quality of service it provides fails to meet the surveillance levels specified in these standards for three consecutive months. That report must be filed with the commission within 30 days following the three-month period during which the surveillance levels have not been attained.

(b) Each telephone utility shall report as soon as reasonably possible to the commission any specific occurrence or development which disrupts the service to five percent or more of its subscribers in a particular exchange or which has a significant adverse effect on toll network performance. A failure of the automatic number-identifying equipment or a failure of 25 percent or more trunks in any trunk

group for a period of more than one hour is considered a significant disruption of service.

(c) Each telephone utility shall furnish to the commission staff, at the times and on the forms or in the format the commission may require, the results of any required tests and summaries of required reports. The utility also shall furnish the commission with any information concerning the utility's facilities or operations which the commission may request. (Eff. 1/5/79, Register 69)

Authority: AS 42.05.141
AS 42.05.151

AS 42.05.291
AS 42.05.331

3 AAC 52.330. CAPITAL PROGRAM AND PLANNING STATEMENT. In addition to the annual report required by AS 42.05.451(b), a telephone utility shall file annually with this commission a listing of its projected capital improvements projects that exceed \$15,000, arranged by major plant categories, for the current year and the ensuing two years. This filing must include a technical planning statement giving the reasoning underlying the construction program and a demand and facility chart for each central office entity or toll switching facility. The commission will prescribe the form or the format of the report. It is understood that changes after filing may be necessary as economic conditions, experience, and further study dictate. (Eff. 1/5/79, Register 69)

Authority: AS 42.05.141
AS 42.05.151
AS 42.05.511

3 AAC 52.340. DEFINITIONS. Unless the context indicates otherwise, in 3 AAC 52.300 — 3 AAC 52.340

(1) "access code for long-distance operator" means the preliminary digits that must be dialed to be connected to the long-distance operator;

(2) "access line" means a circuit between a subscriber's telephone or private branch exchange and the switching center which serves them;

(3) "attempt" means the offering or initiating of a telephone call by a calling customer;

(4) "attendant trunk" means a trunk connecting the caller to an operator;

(5) "average busy season busy hour" means the time-consistent hour, not necessarily a clock hour, having the highest business day load throughout the busy season; it is the same hour for the entire busy season;

(6) "blockage" means a failure in the sequence of connecting a calling customer to a called customer caused by equipment in the busy condition;

(7) "business day" means each day of a calendar week except Saturdays, Sundays, and holidays; holidays are the days which are observed by each individual telephone utility;

(8) "busy hour" means the continuous one-hour period of the day during which the greatest volume of traffic is handled by the facility;

(9) "busy season" means the period of the year consisting from one to three consecutive calendar months during which the greatest volume of traffic is handled in a given central office;

(10) "cable assignment records" means listings of all cable pairs and the interconnections that have been made between them and other cables or equipment;

(11) "call" means an attempted telephone message;

(12) "ccs" means a hundred call seconds; it is a unit of measurement of telephone traffic and represents the equivalent of one call lasting for 100 seconds;

(13) "central office" means a facility having the necessary equipment and operating arrangements for terminating and interconnecting customer lines and trunks or trunks only; however, there may be more than one central office in a building;

(14) "central office entity" means a group of lines using common originating equipment;

(15) "commission" means the Alaska Public Utilities Commission;

(16) "construction program" means a list of projects with their related expenditures that are planned for the budget year; project categories include land and building, central office equipment, outside plant, station equipment, and general equipment;

(17) "cross-talk" means an unwanted signal in one circuit coming from an adjacent circuit;

(18) "customer" means a person, firm, partnership, corporation, municipality, cooperative organization, or governmental agency supplied with telecommunication service by a telephone utility;

(19) "customer line" means a circuit connecting a customer's instrument to the central office;

(20) "customer trouble report" means an oral or written complaint from a customer or user of telecommunication service relating to a physical defect, a difficulty or dissatisfaction with the operation of the utility's facilities; one report must be counted for each oral or written report received even though it may duplicate a previous report or merely involve an inquiry concerning progress on a previous report; when several troubles are reported by one customer, a separate report must be counted for each trouble;

(21) "demand and facility chart" means a chart which presents in statistical and graphical form the past history, current status, and future projection of central office data; one chart includes data for one central office entity or toll switch and contains future expansion plans;

(22) "directory" means a paperbound volume which lists alphabetically the names of subscribers and their corresponding telephone numbers and may include but is not limited to a yellow pages listing;

(23) "directory assistance" means the furnishing of telephone numbers to customers;

(24) "equipment assignment records" means listings which identify the connections made to each equipment unit;

(25) "exchange" means a unit established by a telephone utility for the administration of telecommunications service in a specified area for which a separate local rate schedule is provided; it may consist of one or more central offices;

(26) "extension station" means an additional station connected on the same circuit as the main station and subsidiary to it;

(27) "full selective ringing" means a system that permits ringing only one customer on a multi-party circuit;

(28) "held application" means an application for telephone service that cannot be satisfied within the standard installation interval;

(29) "intraoffice switching" means the switching of a call that originates and terminates in the same central office entity;

(30) "intercept calls" means calls that were improperly addressed and were redirected to an operator or machine which responds with an appropriate recorded message;

(31) "interoffice calls" means calls originating in one central office entity and terminating in another;

(32) "keep cost order" means a work order in association with which exact records are kept of the time spent and costs incurred;

(33) "local call" means a telephone call between two stations both of which are located in an area within which intercommunications service is furnished under local rate schedules as specified in the telephone utility's tariffs;

(34) "local service" means telecommunications service furnished under local rate schedules;

(35) "long-distance call" means a telephone call between stations in different local service areas which is furnished under toll rate schedule in the utilities' tariff;

(36) "long lines carrier" means the utility which provides intra-state and interstate circuits;

(37) "loop-around test line" means a line, usually with two terminations accessible on a dial-up basis, that permits one person in a toll office to make two-way transmission tests;

(38) "loss objective of intertoll trunks consistent with the nationwide switching plan" means a transmission loss objective as specified in "Notes on Distance Dialing" published by the American Telephone and Telegraph Company (AT&T) or in "Notes on Transmission Engineering" published by the United States Independent Telephone Association.

(39) "main station" means the principal telephone to which a telephone number is assigned and which is connected to the central office equipment by a individual- or party-line circuit;

(40) "office trunking diagram" means a simplified diagram of a central office entity showing the major components and their interconnections;

(41) "outside plant" means the telecommunications equipment and facilities installed on, along, over, or under streets, alleys, or highways, or on private rights-of-way between the central office and customers' locations, or between central offices;

(42) "overflow" means the encountering of equipment or facilities in the busy condition during the progressive establishment of a call;

(43) "party-line service" means telephone service which provides that two or more main stations may be served by the same central office circuit;

(44) "primary service" means individual-line service or party-line service;

(45) "public telephone" means a telephone instrument, usually equipped with a coin-collecting device which is installed for the use of the general public;

(46) "quiet termination" means a line that terminates in an impedance that simulates the nominal office impedance;

(47) "regrade" means a change between one class of party-line service and another class of party-line service or between a party-line service and an individual-line service;

(48) "service interruption" means the inability to complete calls to or from a telephone station due to facility malfunctions or human error; except that the term as used in secs. 200 — 340 of this chapter does not include service difficulties such as slow dial tone, circuits busy or other network or switching capacity shortages, nor may it be construed to apply where service is interrupted by the negligence or willful act of the subscriber, emergency situation, unavoidable casualties and acts of God, or where the company, under provisions of its tariff, suspends or terminates service because of nonpayment of bills payable to the utility, unlawful or improper use of the facilities or service, or any other reason covered by filed and approved tariffs or regulations of the commission;

(49) "service standard" means a level of service which a telephone utility, under normal conditions, is expected to meet in its certificated territory as representative of adequate service;

(50) "standard installation interval" means 10 working days for the installation of primary service; for other tarified services when a standard interval is not specified in the tariffs, it means a reasonable period that conforms to general practice in the telephone industry;

(51) "station" means an instrument consisting of a transmitter, receiver, and associated equipment wired to permit the sending or the receiving of messages;

(52) "subscriber" means a customer;

(53) "surveillance level" means a measured grade of service that is generally indicative of a weak spot in a utility's operation and requires investigation or corrective action by the utility;

(54) "telephone utility" means a public utility which furnishes telecommunications service;

(55) "toll operator" means a person who operates a device that establishes, supervises, and times toll calls and who renders assistance to customers in placing toll calls;

(56) "toll trunk" means a trunk which connects a local central office with its toll operating office or a trunk interconnecting toll-operating offices;

(57) "trouble" means the improper function or defective conditions with respect to the operation of telephone facilities over which the telephone utility has control;

(58) "trunk" means a communications channel between central office units or entities;

(59) "utility" means a telephone utility;

(60) "working days" means business days.

(Eff. 1/5/79, Register 69; am 6/29/84, Register 90)

Authority: AS 42.05.141
AS 42.05.151

Article 4. Electric Utilities

Section

400. Application, purpose, and waiver
405. Business office standards
410. Establishment of permanent service
415. Establishment of temporary service
420. Deposit requirements
425. Meter readings
430. General billing and collection requirements
435. Estimated billings
440. Levelized billing
445. Deferred payment agreements
450. Disconnection of service

Section

455. Line extensions and service connections
460. Quality of service
465. Meter measurements, adjustments, and testing
470. Engineering standards; energy purchase contracts
475. Maintenance and testing standards
480. Safety standards for utility plant
485. Safety standards for interconnecting to qualified cogenerators and small power producers

Section

490. Other general information to be furnished to the commission

Section

500. Definitions

3 AAC 52.400. APPLICATION, PURPOSE, AND WAIVER.

(a) The provisions of 3 AAC 52.400 — 3 AAC 52.500 apply to all electric utilities subject to the regulatory jurisdiction of the commission and govern the furnishing of electric service and facilities to the public.

(b) The purpose of 3 AAC 52.400 — 3 AAC 52.500 is to establish certain minimum statewide standards which ensure that electric utilities will render safe, reliable, and prompt service to the public. Each electric utility must follow these standards and implement them with diligence and good faith to maintain the proper balance between economic effectiveness and the provision of safe, adequate service to the public.

(c) The standards of service, safety, and performance established in 3 AAC 52.400 — 3 AAC 52.500 are minimum levels of mandatory performance and service. A utility's failure to conform to these standards is a sufficient basis for issuance of a show cause order by the commission as to why civil penalties should not be invoked under AS 42.05.571.

(d) For good cause shown, the commission will, in its discretion, waive all or any portion of the standards in 3 AAC 52.400 — 3 AAC 52.500 applicable to an individual electric utility, or establish interim standards for that utility.

(e) As provided for under 3 AAC 48.320, 3 AAC 48.370, and 3 AAC 48.380, each utility's tariff must be amended, as appropriate, to include, and conform the provisions of the tariff to, standards set out in 3 AAC 52.400 — 3 AAC 52.500. (Eff. 1/1/87, Register 100)

Authority: AS 42.05.141
AS 42.05.151
AS 42.05.291

AS 42.05.571
AS 42.05.711

3 AAC 52.405. BUSINESS OFFICE STANDARDS. (a) A utility shall locate and staff business offices so that customers and other members of the public have reasonably convenient access to qualified personnel, including supervisors, if necessary, who are able to provide service and rate information, accept payments, process applications for service, explain charges in customers' bills, and adjust billings.

(b) A utility shall include in its tariff, and notify its customers and the public of, all reasonably available means of contacting its business office or service centers. The utility shall maintain business office hours on a regular schedule to include at least part of each weekday, except holidays, during the time period from 8:00 a.m. to 5:00 p.m. If a local utility representative is unavailable or unable to correct a ser-

vice deficiency, the utility shall provide collect calling to a designated business office for customers who need to report an emergency situation or service deficiency.

(c) A utility shall list in its tariff and in each telephone directory published for its service areas a number that will enable a customer at any time to telephone the utility to notify it of an emergency condition.

(d) A utility shall maintain accurate records of service applications, the billing history for each customer, and service complaints. The utility shall respond to the substance of each service complaint and other customer correspondence within 10 working days after its receipt. In its response the utility shall state that a customer not satisfied with the response may file a complaint with the commission under 3 AAC 48.120 and 3 AAC 48.130. The utility shall retain these records for at least two years. (Eff. 1/1/87, Register 100)

Authority: AS 42.05.141
AS 42.05.151

AS 42.05.291
AS 42.05.361

3 AAC 52.410. ESTABLISHMENT OF PERMANENT SERVICE. (a) A utility may require a new applicant for service to appear at the utility's designated place of business to produce proof of identity and complete the utility's application form. A utility may accept an application filed by an authorized representative of the applicant.

(b) A utility must obtain from each new applicant for service the following minimum information:

- (1) name or names of applicant;
- (2) service address or location, and telephone number;
- (3) billing address and telephone number, if different than service address;
- (4) address where service was provided previously;
- (5) date when applicant will be ready to receive service;
- (6) information as to whether service premises had been previously supplied with utility service;
- (7) statement as to whether applicant is owner, tenant, or agent for the service premises; if the applicant is a tenant, name, address, and telephone number of owner or owner's agent;
- (8) information concerning the purpose for which service is to be used, including the anticipated energy and demand requirements of the customer;
- (9) type of life support equipment, if any, used by the customer or by a resident at the service premises; and
- (10) the name and address of any third party that the customer wishes to designate to be copied with any termination notice issued under 3 AAC 52.450(c).

(c) At the time the customer applies for service, utility personnel shall advise the customer of the most economical class of service available and assist the customer in making an informed choice in service offerings if alternate classes of service are available to that customer.

(d) An applicant for service is responsible for all inside wiring, including the service entrance and meter socket.

(e) A utility may include in its tariff a charge for the establishment, disconnection, or reconnection of utility services.

(f) A utility shall establish service to existing facilities within five working days following a request by an applicant who has been accepted for service by the utility. For the purpose of this subsection, "existing facilities" means customer facilities that are ready and acceptable to the utility, where the utility needs only to install a meter, read a meter, or turn on the service.

(g) If, within the five-day period referred to in (f) of this section, a utility establishes service, during a period other than regular working hours at the customer's request, the utility may impose an after-hours charge for the service connection.

(h) If a utility cannot establish service to new customer facilities within 30 days after it receives an application, it shall, within 15 working days after the date of application, advise the applicant in writing of the reason for the delay, any interim type of service that may be available, and an estimated date when the requested service will be provided. For the purpose of this subsection, "new customer facilities" means customer facilities that require the utility to do more than install or read a meter before service can be provided.

(i) If a utility finds that it is unable to meet a previously scheduled date for establishment of service under (h) of this section, it shall advise the customer in a timely manner of the revised date upon which service will reasonably be available.

(j) A utility may refuse to establish new service only if any of the following conditions exist:

(1) an applicant falsifies any information required by (b) of this section and fails to subsequently correct the falsification with documentation acceptable to the utility;

(2) an applicant has an outstanding amount past due for utility service and has not made arrangements acceptable to the utility for payment of the outstanding balance;

(3) a condition exists or would exist upon establishment of service at the service premises which the utility believes is unsafe or hazardous to an applicant, a member of the public, the utility's personnel or facilities, or the integrity of the utility's energy delivery system;

(4) an applicant does not meet the credit criteria for waiver of deposit requirements under 3 AAC 52.420(c) and fails to provide the utility with a deposit;

(5) an applicant refuses to furnish money, services, equipment, or rights-of-way that have been specified by the utility in its tariff as a necessary condition for providing service; or

(6) an applicant refuses to become a member of an electric cooperative organized under AS 10.25 in an area for which the cooperative has a certificate to serve the applicant. (Eff. 1/1/87, Register 100; am 9/15/88, Register 107)

Authority: AS 42.05.141
AS 42.05.151

AS 42.05.291
AS 42.05.361

3 AAC 52.415. ESTABLISHMENT OF TEMPORARY SERVICE. (a) Before it establishes service, a utility may require an applicant for temporary service to pay the estimated cost of installing and removing the facilities necessary to furnish the desired service.

(b) If the duration of temporary service is to be less than one month, a utility may also require an applicant to advance a sum of money equal to the estimated bill for service. If the duration of temporary service is to exceed one month, the applicant may also be required to meet the deposit requirements set out in the utility's effective tariff.

(c) If, during the term of the temporary service agreement, the character of a temporary customer's operations changes or it appears that the duration of the service may be substantially longer than stated in the application, the utility shall classify the customer as permanent and may immediately apply the deposit and line extension rules in its effective tariff.

(d) No utility may allow a temporary service connection to continue longer than 12 months unless, for good cause shown, the utility has approved an extension of time for temporary service or unless application for permanent service has been made by the customer. (Eff. 1/1/87, Register 100)

Authority: AS 42.05.141
AS 42.05.151

AS 42.05.291
AS 42.05.361

3 AAC 52.420. DEPOSIT REQUIREMENTS. (a) A utility's electric service deposit payment and refund procedures, if any, must be set out in its effective tariff and must conform to the provisions of this section.

(b) A utility may require a separate deposit for each meter installed. The amount of a deposit required by the utility may not exceed the higher of two times the estimated average monthly bill at that location or two times the average monthly bill of that customer class.

(c) A utility shall refund a deposit for residential electric service within 90 days if the applicant is able to meet either of the following requirements:

(1) the applicant has previously established a good payment record with the utility by, for example, receiving service from the utility at another location within the past two years without delinquency in payment during the last 12 consecutive months of service; or

(2) the applicant provides a letter or other written verification from the electric utility that last provided comparable service to the applicant, stating that the applicant was not delinquent in payment for the last 12 consecutive months of service at the prior location.

(d) A utility shall issue to an applicant a written receipt for the amount of the deposit and a description of the utility's terms and conditions in its effective tariff for the refund of deposits. The utility may not require a customer to produce a deposit receipt in order to receive a refund of the deposit that is reflected on the utility's records.

(e) A utility's deposit policy must require refund of deposits and accrued interest within 30 days after the earlier of

(1) 12 months' continuous service, if the customer has not been past due in the payment of utility bills more than twice, has not been delinquent in the last six months, and is not past due at review; or

(2) termination of service, to the extent the amount held exceeds any balance due the utility for electric service and late fee for that account, including accrued finance charges.

(f) A utility may institute or adjust a deposit for an established customer consistent with 3 AAC 52.420(b) if the customer becomes delinquent in payment.

(g) A utility shall provide deferred payment deposit arrangements in cases of residential customer economic hardship. (Eff. 1/1/87, Register 100)

Authority: AS 42.05.141
AS 42.05.151
AS 42.05.291

AS 42.05.301
AS 42.05.361

3 AAC 52.425. METER READINGS. (a) A utility shall separately bill for each meter at a customer's premises. The readings of two or more meters may not be combined unless otherwise provided for in a utility's effective tariff.

(b) If, for a reason described in 3 AAC 52.435(b)(2) or (3), a utility is unable to read a meter during the scheduled meter reading cycle, the utility shall estimate the consumption for the billing period considering, where applicable, the customer's usage during the same month of the previous year or the amount of usage during the preceding month or months.

(c) After the second consecutive month of estimating a customer's bill, a utility must obtain an accurate reading of the meter unless the

meter is inaccessible due to severe weather or other dangerous conditions.

(d) A utility may allow for customer reading of meters, subject to the following criteria:

(1) the utility shall inform the customer how to properly read the meter;

(2) the utility shall require that the customer read the meter on as close to the same day each month as practical;

(3) the utility shall specify the timing requirements for the customer to submit the monthly meter reading to conform with the utility's billing cycle;

(4) the utility shall verify the customer's reading of the meter at least once every six months; and

(5) if the customer fails to submit the meter reading on time, the utility may issue the customer an estimated bill, subject to the provisions of (c) of this section. (Eff. 1/1/87, Register 100)

Authority: AS 42.05.141

AS 42.05.151

AS 42.05.291

3 AAC 52.430. GENERAL BILLING AND COLLECTION REQUIREMENTS. (a) A utility shall bill monthly for services rendered. Charges for service may commence when the service is installed and energized.

(b) Each bill for service must contain the following minimum information:

(1) customer's name;

(2) customer's service account number;

(3) rate schedule designation, if applicable;

(4) utility telephone number;

(5) meter reading at the start of the billing period;

(6) date and meter reading at the end of the billing period and number of days in the billing period;

(7) billing date;

(8) amount due and date after which payment is past due;

(9) past due amount, if applicable;

(10) delinquent amount, if applicable;

(11) late charge and finance charge, if applicable;

(12) customer charge, if applicable;

(13) total kilowatt-hour consumption;

(14) monthly kilowatt maximum demand and associated demand charge, if applicable;

(15) fuel or energy surcharge rate and associated total charge, if applicable;

(16) power cost equalization amount and statutory notice statement, if applicable;

(17) levelized billing amount due and accumulated variation in actual versus levelized billing amount, if applicable; and

(18) any other adjustment factor, applicable.

(c) A bill for utility service is due and payable on the date rendered, as designated under (g) of this section, but may not be considered past due or subject to a late charge or finance charge if paid within 25 days after the date rendered.

(d) All amounts due for service from one billing cycle which are not received by the utility as of the close of the subsequent billing cycle must be separately identified as past due on the subsequent monthly bill. Any late charge and finance charge must also be separately identified.

(e) All past due amounts and associated late and finance charges from one billing cycle which are not received by the utility as of the close of the following billing cycle must be separately identified on the next monthly bill and defined for billing purposes as "delinquent." A customer account with any unpaid delinquent charges is subject to disconnection under 3 AAC 52.450.

(f) A utility's tariff may provide for a finance charge for any payment that is past due or delinquent. The tariffed interest rate may not exceed the rate set by AS 45.45.010(a). A single late charge may be imposed when the account first becomes past due.

(g) A utility's tariff may designate either the postmark date or the billing date shown on the bill as the day the bill is rendered. However, the billing date may not differ from the postmark date by more than three working days.

(h) All payments by a customer must be made at, or mailed to, the office of the utility or to the utility's authorized representative.

(i) A customer's failure to receive a bill or notice that has been properly addressed and placed in the United States mail does not prevent the bill from becoming past due or delinquent, or excuse the customer's responsibility for payment.

(j) A customer who tenders a nonsufficient funds check is not relieved of the obligation to pay the utility under the original terms of the bill nor is that customer entitled to defer the utility's right to disconnect service for nonpayment of bills.

(k) A utility shall accommodate a customer's request to pay for utility services in advance.

(l) If a single application for service is made by two or more individuals together, a utility may collect the full amount owed from any one of the applicants. A utility shall notify customers of this provision at the time of application for service.

(m) If a customer, either in person or in writing, requests that service be disconnected, the utility may hold that customer responsible

for all services up to the later of the date the disconnection is to be made or three working days after the customer places the request.

(n) Except as provided for in 3 AAC 52.465, a utility may render a "make-up" bill, without finance charge, for service that has not been billed as a result of utility billing error or more than two consecutive estimated bills. Make-up bills are subject to the following restrictions:

(1) the initial make-up bill must be issued within six months after provision of the previously unbilled service; and

(2) the period for payment of the make-up bill may, at the option of the customer,

(A) extend at least as long as the period during which the excess amount accrued; or

(B) extend as long as necessary so that the quantity of service billed in any one billing period is not greater than 150 percent of the normal estimated quantity for that period. (Eff. 1/1/87, Register 100)

Authority: AS 42.05.141
AS 42.05.151
AS 42.05.291

3 AAC 52.435. ESTIMATED BILLINGS. (a) On each bill based on estimated usage, a utility shall indicate that it is an estimated bill.

(b) A utility may issue an estimated bill only if

(1) a customer who reads his or her own meter has failed to transmit the meter reading to the utility in accordance with the requirements of the utility's billing cycle;

(2) severe weather conditions prevent the utility from reading the meter; or

(3) circumstances make it dangerous or not reasonably feasible to read the meter. (Eff. 1/1/87, Register 100)

Authority: AS 42.05.141
AS 42.05.151
AS 42.05.291

3 AAC 52.440. LEVELIZED BILLING. (a) A utility shall offer a levelized billing option to its residential electric heating customers and may offer the option to all customers. The utility's levelized billing option as described in its tariff must be periodically noticed to its customers. Upon customer request, a utility shall develop an estimate of the customer's levelized billing for a 12-month period, based upon the customer's actual consumption history for the most recent 12 months or other representative period. The utility may offer a levelized billing plan to customers with less than 12 months' consumption history.

(b) A utility shall inform customers applying for levelized billing as to how the levelized billing estimate was developed; how levelized billing will impact a customer's monthly utility bill; and that the utility may adjust the customer's monthly levelized bill under (c) of this section.

(c) A utility shall adjust a customer's levelized billing annually, or more frequently if the utility's estimate of the customer's usage or cost varies significantly from the customer's actual usage or cost. The utility or the customer may initiate the adjustment for causes including weather and rate changes.

(d) In the case of an overcollection determined at the time of the annual adjustment required by (c) of this section, a termination of service, or a termination of the levelized billing plan, a utility shall immediately refund or credit the excess payment to the customer account, as appropriate.

(e) A utility may not refuse enrollment in levelized billing to a customer whose current bill at the time of enrollment is past due or delinquent if the customer enters into a deferred payment agreement, as described in 3 AAC 52.445. (Eff. 1/1/87, Register 100)

Authority: AS 42.05.141
AS 42.05.151
AS 42.05.291

3 AAC 52.445. DEFERRED PAYMENT AGREEMENTS. (a) For a residential customer who demonstrates that economic hardship prevents payment in full of a delinquent bill, a utility may not refuse to restore or continue service unless the customer refuses to agree to or comply with a deferred payment plan meeting the requirements of this section.

(b) A deferred payment agreement between a utility and a residential customer must provide that service will continue if the customer meets all of the following conditions:

(1) the customer agrees to pay one-third, or less at the option of the utility, of the outstanding bill at the time the parties enter into the deferred payment agreement;

(2) the customer agrees to pay all future bills for utility service in accordance with the effective billing and collection tariffs of the utility; and

(3) the customer agrees to pay the remaining outstanding balance in installments over a period not to exceed 12 months.

(c) The duration of a deferred payment agreement must be at least three months unless the customer agrees to a shorter period.

(d) A utility may include provisions for deferred payment agreements with non-residential customers in its tariff, or may negotiate them by special contract.

(e) In determining a reasonable deferred payment schedule, a utility and customer shall consider the following conditions, a list of which must be presented to the customer:

- (1) size of the delinquent account;
- (2) customer's ability to pay;
- (3) customer's payment history;
- (4) length of time the debt has been outstanding;
- (5) circumstances that resulted in the outstanding debt; and
- (6) any other relevant factors related to the circumstances of the customer.

(f) A deferred payment agreement must be in writing and must be signed by the customer and an authorized utility representative. A deferred payment agreement may include a finance charge as specified in the utility's effective tariff, but the charge may not exceed that allowed by AS 45.45.010(a).

(g) A utility shall offer comparable terms and conditions to customers with similar payment problems.

(h) If a customer fails to fulfill the terms of a deferred payment agreement, the utility may disconnect service under 3 AAC 52.450(d). The utility may offer a subsequent deferred payment agreement before disconnecting the customer's service. (Eff. 1/1/87, Register 100)

Authority: AS 42.05.141
AS 42.05.151
AS 42.05.291

3 AAC 52.450. DISCONNECTION OF SERVICE. (a) A utility may disconnect service to a customer without advance written notice under the following conditions:

- (1) an immediate hazard exists which threatens the safety or health of the customer or the general population or the utility's personnel or facilities;
- (2) the utility has evidence of meter tampering or fraud by the customer; or
- (3) a customer has failed to comply with the curtailment procedures imposed by a utility during emergency supply shortages.

(b) A utility may commence disconnection procedures in accordance with the notice requirements of (c) of this section for any of the following reasons:

- (1) failure of the customer to pay for utility service within 55 days after initial rendering of the bill unless the customer has entered into a deferred payment agreement;
- (2) failure of the customer to meet or maintain the utility's deposit requirements;
- (3) knowing and continued failure of the customer to provide the utility with reasonable access to its meter, equipment, or property;

(4) customer breach of a special contract between the utility and customer for utility service; or

(5) necessity of the utility to comply with an order or regulation of any governmental agency with proper jurisdiction.

(c) The following notice requirements apply to service disconnections permissible under (b) of this section:

(1) Except as provided in (2) of this subsection and in (d) of this section, a utility shall, at least 15 days before the scheduled date of disconnection, mail or deliver to the customer a written notice of its intent to disconnect service. A copy of the termination notice must be simultaneously forwarded to any third party designated by the customer on a service application. The notice must contain, at a minimum, the following information:

(A) the name and address of the customer whose service is to be disconnected and the service address, if different;

(B) the date on or after which service will be disconnected unless the customer takes appropriate action;

(C) an explanation of the reason for the proposed disconnection, including, if appropriate, a statement of the amount of the delinquent bill which the customer has failed to pay in accordance with the payment policy of the utility;

(D) if disconnection is premised on payment delinquency,

(i) a statement advising the customer to contact the utility for information regarding deferred payment and other procedures that the utility may offer to avoid disconnection of the customer's service; and

(ii) a list of any governmental or social assistance agencies, of which the utility is aware, that may offer energy assistance to qualified needy customers;

(E) a specific request that if a customer's residence is occupied by a person seriously ill, elderly, handicapped, or dependent on life support systems, the customer should notify the utility immediately of that circumstance for consideration in avoiding disconnection;

(F) a statement advising the customer that the utility's stated reason for the termination of service may be disputed and potentially resolved by contacting the utility at a specific address or telephone number;

(G) a statement that the utility retains the right to terminate service, after allowing a customer who disputes a bill the opportunity for a meeting, if the utility continues to find that the reason for the disconnection is just;

(H) the telephone number and address of the commission and a statement that the customer may file a complaint with the commission under 3 AAC 48.120 or 3 AAC 48.130 if not satisfied

with the utility's response or resolution of a contested bill or tariff provision; and

(I) the amount of the utility's tarified charges for disconnection and reconnection of service.

(2) If a utility has been informed that a residence is occupied by a person seriously ill, elderly, handicapped, or dependent on life support systems, the utility shall provide the notice required by (1) of this subsection at least 30 days before the scheduled date of disconnection. In any case in which a utility is notified after issuance of a termination notice that a customer's residence is occupied by a person seriously ill, elderly, handicapped, or dependent on life support systems, the utility shall extend the disconnection date by 15 days and notify the customer of the extension.

(3) Not less than three working days prior to disconnection, the utility shall attempt personal contact with the customer either by telephone or by visit of an authorized utility representative to the premises. If by telephone, the utility shall attempt to make contact no less than three times at various periods in the day. A utility shall keep records of all attempted and completed telephone contacts, showing at least the time, the person making the attempt, and the outcome. If by visit to the premises, the utility's authorized representative shall hand-deliver a "Shut-Off Notice" to the customer or, if no personal contact is possible, leave the notice in a prominent place. The "Shut-Off Notice" or completed telephone call must provide the customer with the following information:

(A) the name and address of the customer and the service address, if different;

(B) a concise statement of the reasons for the impending disconnection of service;

(C) the date on or after which service will be disconnected;

(D) the business office telephone number, after-business-hours telephone number if applicable, and the address of the utility where the customer may pay the delinquent bill, enter into a deferred payment agreement, or file a bill dispute complaint; and

(E) the amount of the charges for disconnection and reconnection of service.

(4) If a utility knows that a landlord/tenant relationship exists, the following additional provisions apply:

(A) For individually metered premises where the landlord is the customer and the notice period provided for in (1) — (3) of this subsection has expired, the utility shall notify the tenant in writing of the option of subscribing for service in the tenant's own name. However, the utility may not attempt to recover from the tenant or condition service to the tenant on the payment of any outstanding bills or other charges due from the outstanding account of the landlord. If, however, the tenant has a previously

outstanding balance at the same service address, the utility may condition service to that tenant on terms acceptable to the utility for repayment of the outstanding balance plus a deposit in compliance with the utility's tariff. If the tenant declines to subscribe for individual service, or arrange for payment of the delinquency if applicable, within 10 days after written notice by the utility is mailed or delivered to the tenant, the utility may disconnect service without further notice.

(B) For master-metered premises where the landlord is the customer and the notice period provided for in (1) — (3) of this subsection has expired, the utility shall give individual notice of the pending disconnection to each tenant served through the master meter at least 14 days before disconnection.

(C) If the tenant is the customer and the notice period provided for in (1) — (3) of this subsection has expired, the utility shall notify the landlord in writing of the option of subscribing for the service provided at the tenant's premises. However, the utility may not attempt to recover from the landlord or condition service to the landlord on the payment of any outstanding bills or other charges due from the outstanding account of the tenant. If, however, the landlord has a previously outstanding balance at the same service address, the utility may condition service to that landlord on terms acceptable to the utility for repayment of the outstanding balance plus a deposit in compliance with the utility's tariff. If the landlord declines to subscribe for service, or arrange for payment of the delinquency if applicable, within 10 days after written notice by the utility is mailed to the landlord, then the utility may disconnect service without further notice.

(d) At least three working days before disconnection, a utility shall give written or telephone notice of disconnection, in accordance with (C)(3) of this section to a customer who has failed to comply with a deferred payment agreement.

(e) Within 10 days after the date specified on a "Shut-Off Notice", a utility may, without further notice, disconnect service to a customer between the daily business hours of 8:00 a.m. on Monday to 5:00 p.m. on Thursday. Service may not be disconnected on a Friday or a day preceding a holiday.

(f) A utility may not disconnect service to a customer for any of the following reasons:

(1) delinquency in payment for services rendered to a prior customer at the premises where service is being provided, except in the instance where the prior customer continues to reside on the premises;

(2) failure of the customer to pay for services or equipment not regulated by the commission;